

Caching Mechanism for Embedded Analytics

The screenshot shows the Siebel CRM OnDemand interface. The top navigation bar includes links for CustomerCare, Training, Admin, MySiebel, Deleted Items, Help, and Sign Out. The main menu on the left lists Home, Leads, Accounts, Opportunities, Forecasts, Service, Dashboard, Reports, Solutions, and Campaigns. A Prime-Friendly link is also present. The central area displays several modules:

- Open Tasks:** Shows tasks for the current month (1-31). A table lists tasks with columns for Subject, Due Date, Priority, and Subject. Handwritten numbers 100, 101, 102, 103, and 104 are written next to the table.
- Today's Calendar:** Shows a calendar for the current month (1-31). Handwritten numbers 100, 101, 102, 103, and 104 are written next to the calendar.
- Alerts:** Shows a list of alerts. Handwritten numbers 105 and 106 are written next to the alerts.
- New Leads:** Shows a list of new leads. Handwritten numbers 105 and 106 are written next to the leads.
- Pipeline Quality For Current Quarter:** A chart showing pipeline quality. Handwritten numbers 105 and 106 are written next to the chart.

Handwritten numbers 100, 101, 102, 103, 104, 105, and 106 are scattered across the interface, likely representing cache hits or specific data points being analyzed.

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Fig 1

CRM OnDemand

SIEBEL

Search
Contacts

Home | Calendar | Accounts | Contacts | Leads | Opportunities | Reports | Dashboard

CustomerCare Training Admin MySetup Deleted Items Help Sign Out

Printer Friendly

My Homepage Help Tutorial Back

Advanced Search | **Submit**

Today's Calendar | **New Appointments**

New Tasks

New Leads

New Opportunities

New Reports

New Dashboard

New Tasks

New Leads

New Opportunities

New Reports

New Dashboard

Subject

Time ▲

12:30 PM - 1:30 PM

1 J & F Enterprises - Lunch

5:30 PM - 6:30 PM

Phone status check

View Calendar

Appointment

Contact

Opportunity

Account

Lead

Service Request

Solutions

202

203

204

205

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300

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CRM OnDemand

CustomerCare Training Admin MySetup Deleted Items Help Sign Out

Search Home Calendar Leads Opportunities Accounts Contacts Forecasts Reports Dashboard

Contacts

Opportunity Home Page Help Tutorial Back Printer Friendly

Advanced Search

Create

Task

Appointment

Contact

Opportunity

Account

Lead

Service Request

Solutions

Opportunity Lists

- All Closed Opportunities
- All Large Opportunities
- All Opportunities
- All Recently Created Opportunities
- All Recently Modified Opportunities
- My Forecasted Opportunities
- My Opportunities
- My Top Opportunities
- Opportunity List

[Show Full List](#)

Recently Modified Opportunities

- Large SFA Deal
- Opp 7 afung iDuffy
- Opp 6 admin iDuffy
- Opp 1 admin iDuffy
- HERE IT IS
- Checking Reports
- Opp 2 afung iDuffy
- Opp 1 afung iDuffy
- Opp 9 afung iDuffy
- Opp 8 afung iDuffy

[Show Full List](#)

Opportunity-Related Tasks

Due Date Subject Opportunity

[Show Full List](#)

Pipeline Analysis For Current Quarter

For current Quarter:

Opportunity Revenue Region

302 /

303

Central

)

Figure 3

301

Home Calendar Leads Opportunities Accounts Contacts Forecasts Reports Dashboard Deleted Items

400

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CRM OnDemand

CustomerCare Training Admin MySetup Deleted Items Help Sign Out

Search
Home | Calendar | Leads | Opportunities | Accounts | Contacts | Forecasts | Reports | Dashboard

Contacts

Advanced Search:

Create
Task
Appointment
Contact
Opportunity
Account
Lead
Service Request
Solutions

Pipeline Analysis

Fiscal Quarter Fiscal Year

Employee Name Opportunity Revenue

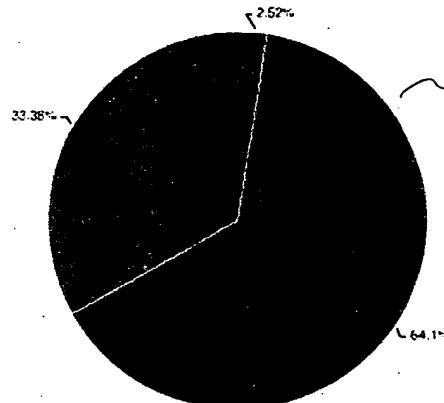


Fig 4

Home | Calendar | Leads | Opportunities | Accounts | Contacts | Forecasts | Reports | Dashboard | Deleted Items

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Search

Contacts

[Home](#) [Calendar](#) [Leads](#) [Opportunities](#) [Accounts](#) [Contacts](#) [Forecasts](#) [Reports](#) [Dashboard](#)

Dashboard [Help](#) [Tutorial](#) [Back](#)

Dashboard

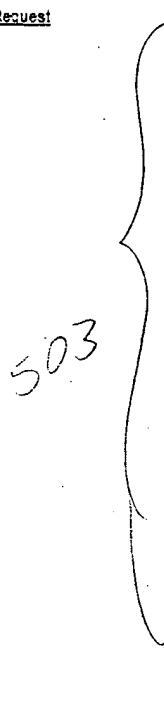
Dashboard Type [Pipeline](#)

503

501

Create

[Task](#)
[Appointment](#)
[Contact](#)
[Opportunity](#)
[Account](#)
[Lead](#)
[Service Request](#)
[Solutions](#)



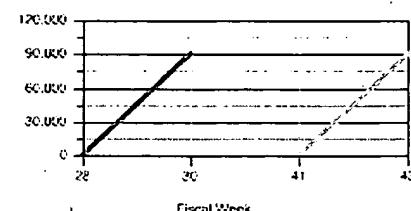
Analyze your expected and closed sales against historical data. Next, review the quality and distribution of your pipeline to identify new strategic focus areas.

Fiscal Quarter [▼](#) Fiscal Year [▼](#) Industry [▼](#) Deal Size [▼](#) [CO](#)

502

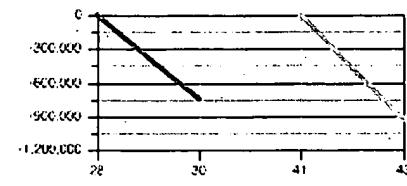
Quarter Ago Opportunity Revenue [▼](#) Expected Revenue [▼](#)

Quarter Ago Opportunity Closed Revenue
 Closed Revenue



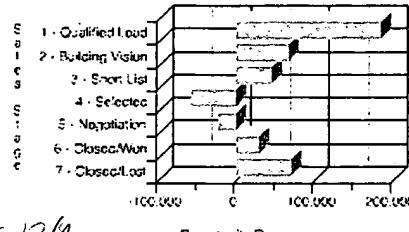
504

Quarter Ago Opportunity Revenue
 Expected Revenue



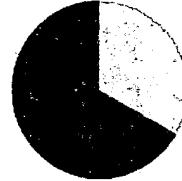
505

Display by: [Opportunity Revenue](#) [▼](#)



506

Display by: [Region](#) [▼](#)



507

Fig 5.

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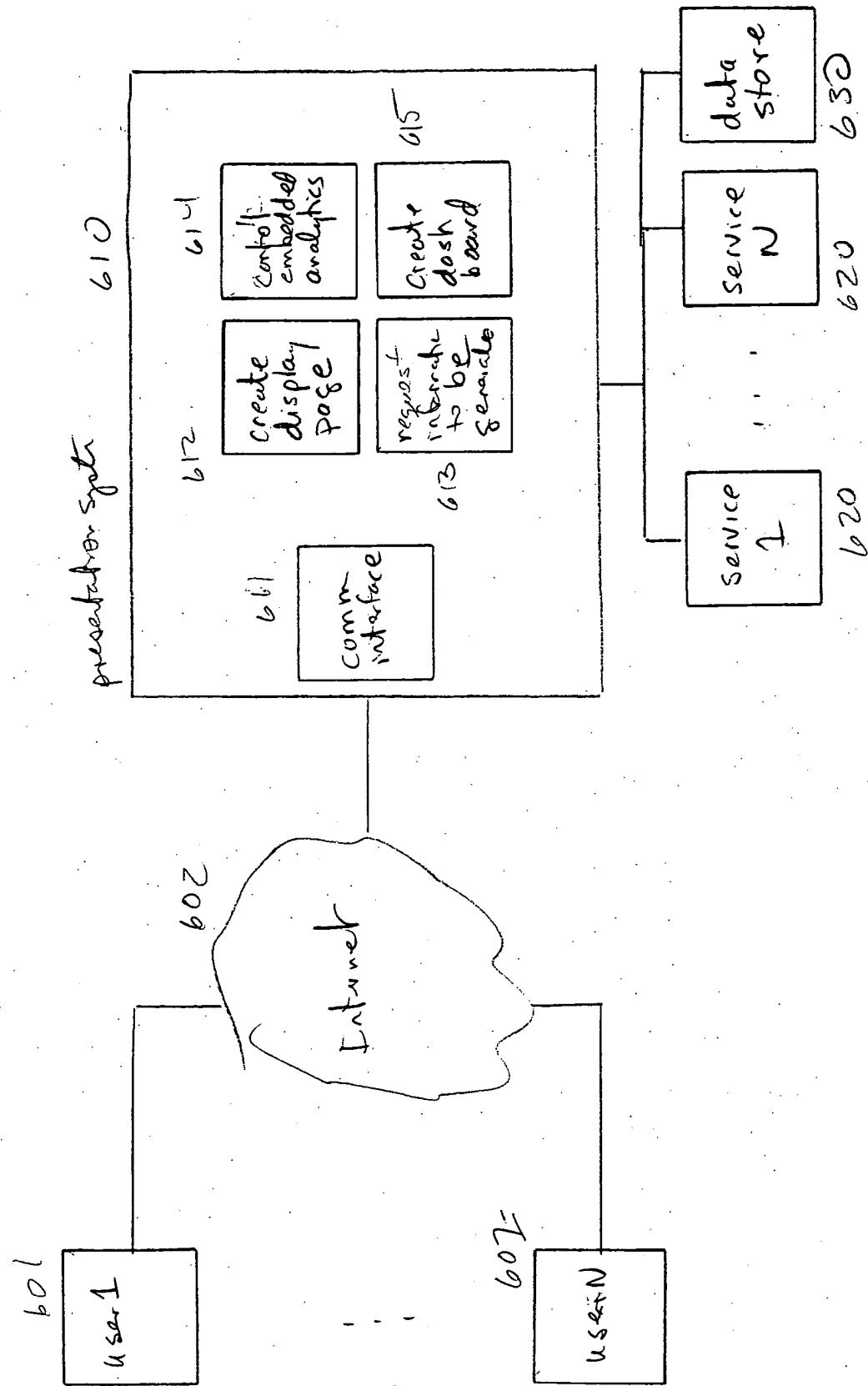


Fig 4

BEST AVAILABLE COPY

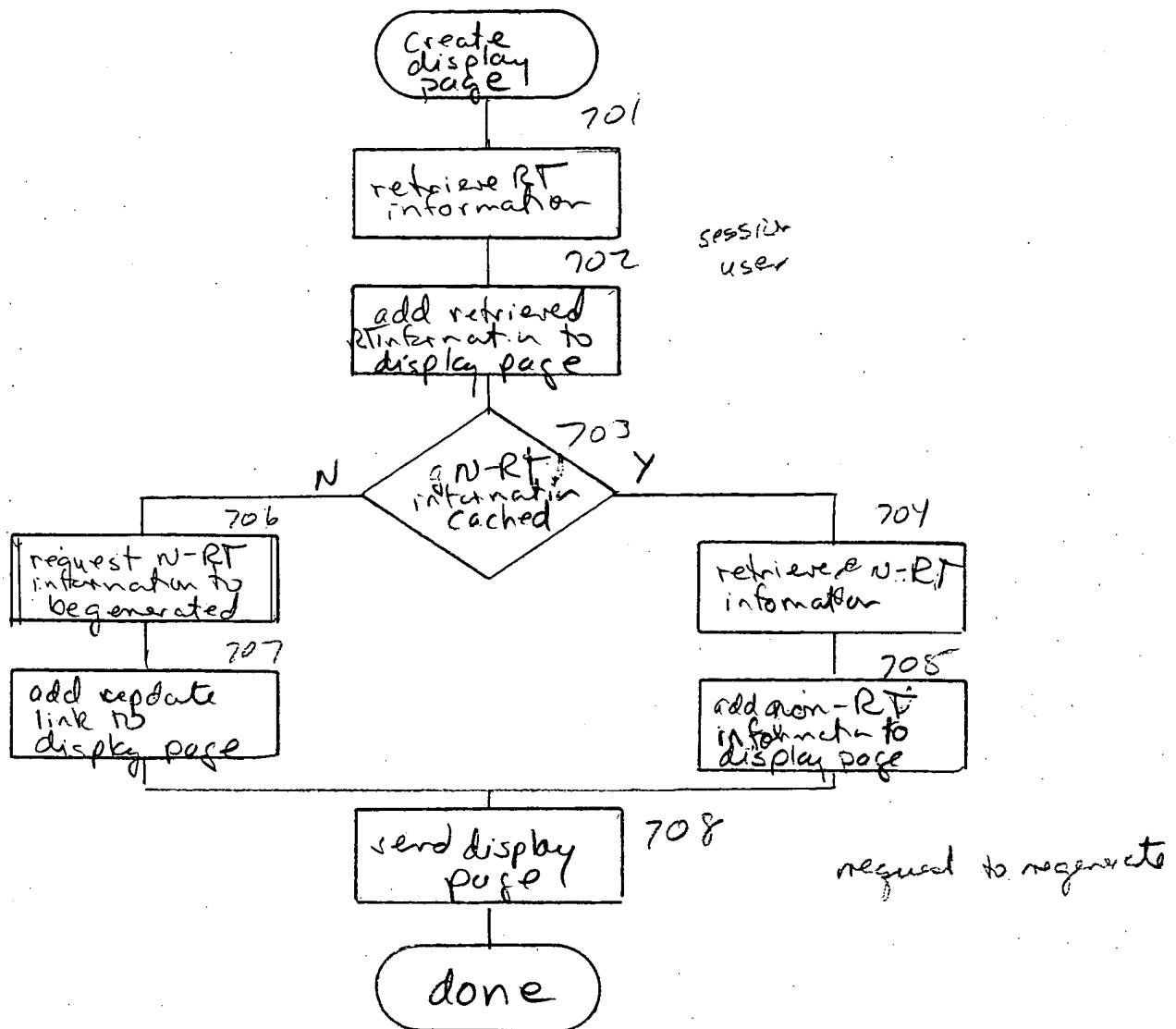


Fig 7

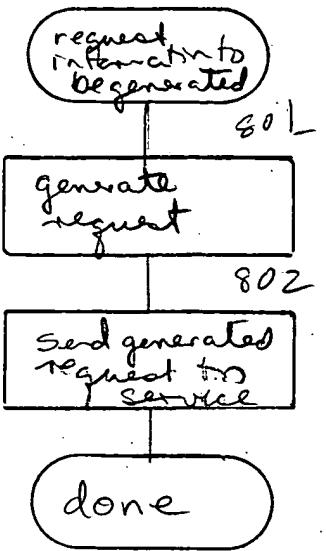


Fig 8

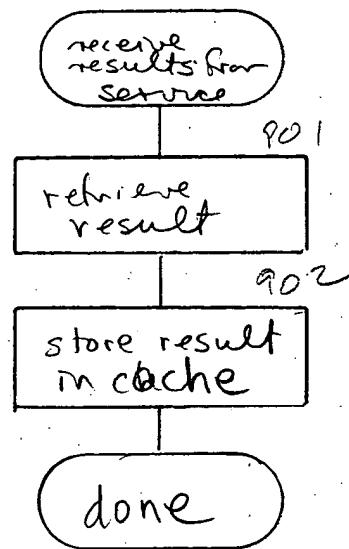


Fig 9

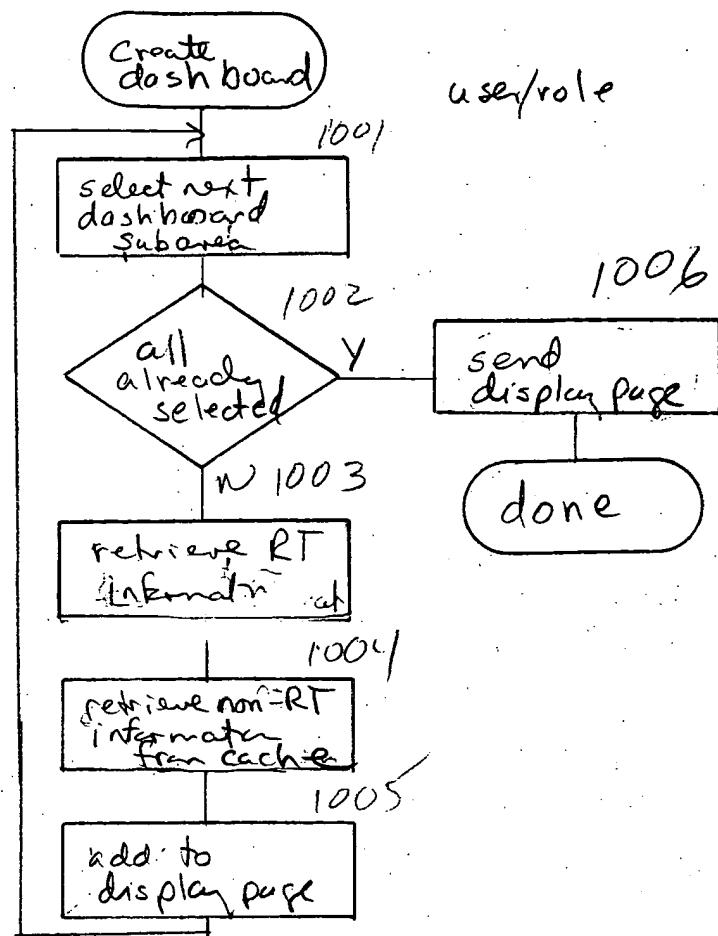


Fig 10

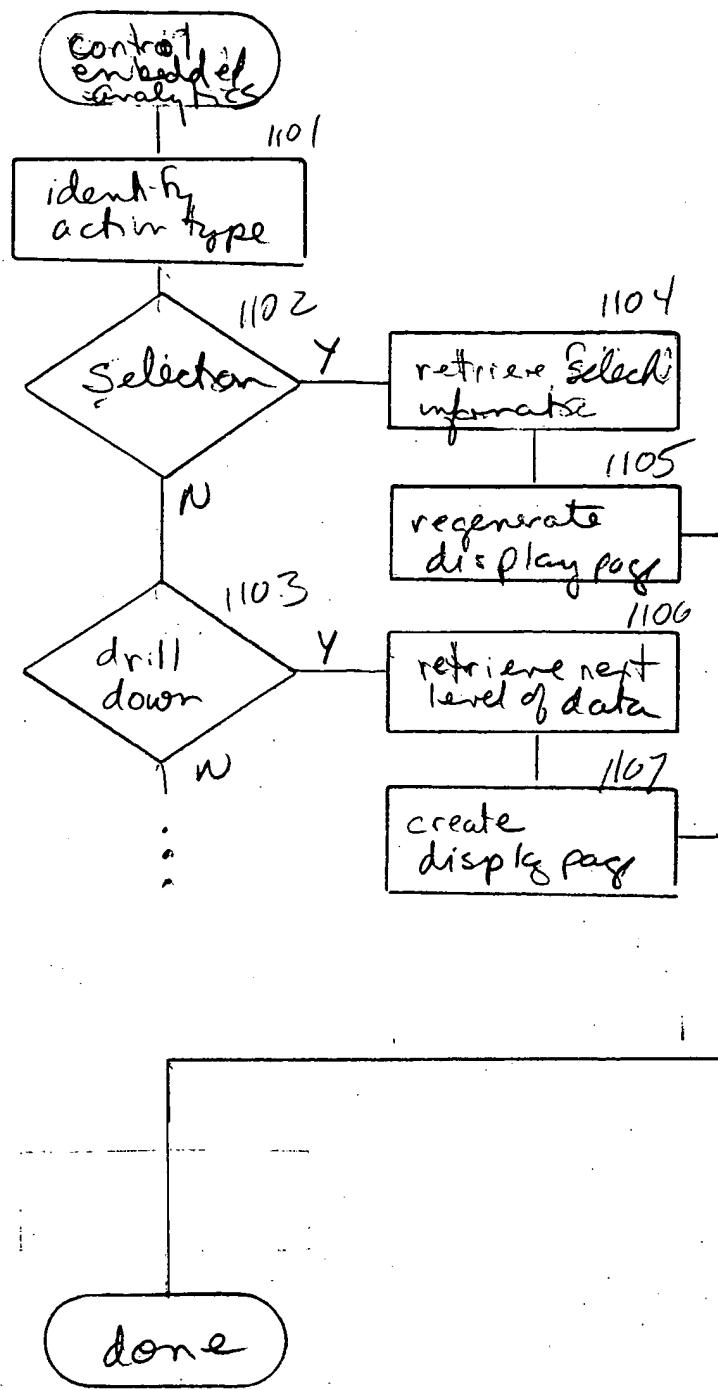


Fig 11

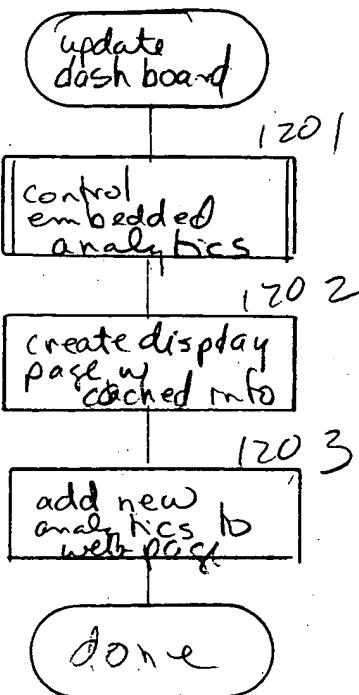


Fig 12